

CRITERION 5	
Student Support and Progression	5.1 Student Support
<i>Details of Student grievances including sexual harassment and ragging cases</i>	

DETAILS OF STUDENT GRIEVANCES INCLUDING SEXUAL HARASSMENT AND RAGGING CASES

- All the committees have redressed the grievance as per the time duration specified in the policy document
- They generate the report and submit the same to the Head of the Institution.

Committee	2021 – 22	2020 – 21	2019 – 20	2018 – 19	2017 – 18
Ragging	NIL	NIL	NIL	NIL	NIL
Internal Complaints	NIL	NIL	NIL	NIL	NIL
Grievance & Student Welfare	29	43	41	26	23

Student Grievances and their Redressal from various committees 2021 – 22

S.No	Grievance	Measures Taken
Student Welfare Committee meeting held on 07.10.2021		
1.	Placement Training for Final year IT students in core subject is needed	HoD / IT provide necessary training.
2.	Online theory classes may be conducted.	After completing the lab courses, theory classes will be conducted.
3.	Comprehensive Engineering Aptitude Test may be conducted.	As per the students' suggestion, Aptitude Test conducted in the end of the 6th semester.
4.	More Library Books are needed for the Departments of Agriculture and Biotechnology.	The Librarian is asked to increase the library book
5.	The Department Library should be kept open in CSE Department.	Department Library is open available at CSE Department during working hours from 9.30 a.m to 4.15 p.m.
6.	Separate place for Irrigation Lab is needed.	HoD / Agri arranged proper lab facility.
Student Welfare Committee meeting held on 21.12.2021		
7.	Common mail ID may be created for Internal Complaints Committee so that students can send their grievances.	intercom@sethu.ac.in Mail ID is created for Internal complaints
8.	Department wise committee may be formed for girl students to redress their grievances.	Department wise committee formed for girl students
9.	Suggestion box may be kept for girls separately in some place	Suggestion box kept at various place.
10.	Information about Sports for girls should be informed to all the girls and special transport may be provided in the evenings.	The girls students are advised to stay in the hostel during sports events.

11.	Boys and girls should be counseled separately to behave in the mixed environment.	Boys and Girls counseled separately
12.	Boys should not be allowed to stay in the classrooms during lunch breaks	Circular issued
13.	Separate Dispensary is needed for girls.	Dispensary arranged for girls.
14.	In Xerox section boys are standing the girls side also. Two computers may be made available in the Xerox section so that boys don't come to the girls side.	Instruction provided and separate systems for boys and girls provided.
15.	Lady faculty members should be friendly.	Lady faculty members are informed to be friendly with the girl students to redress grievance of girl students.
16.	Girls are pushed by boys in the City bus in the evenings. Securities may help the girl students for boarding the bus.	Boys are counselled and they are asked to make way for the girl students to board the buses. Proper instruction given to Securities.
17.	City buses do not stop in front of the College because SIT boys always travel in the footboard even if space is available inside and they don't give room for girls to board the bus.	Requisition letter to TNSTC for additional buses, Girls special bus and also for properly stopping the buses at the college has been sent. Boys are also counseled.
18.	Restrooms to be cleaned at least thrice a day.	Instruction given to housekeeping department to clean the toilet.
19.	In restrooms taps are not working and doors are not proper.	Instructions are given for proper maintenance of taps and doors.
20.	Drinking water is not available in many places during breaks. It must be ensured that drinking water is available in all places during the breaks.	Instruction given and water supply available at all time.
21.	Dust bins may be provided in the classrooms by collecting money from students.	Dust bins provided in all classrooms.
22.	Martial arts may be taught to girl students for self-defense.	Martial arts arranged to girl students for self-defense.
Student Welfare Committee meeting held on 26.04.2022		
23.	Bathroom cleaning	Instruction given to Housekeeping section and cleaned regularly.

24.	Taps are not working	Intimated to Civil Supervisor and the taps are working properly.
25.	Benches needs to be painted	Intimated to Department of Mechanical Engg. for painting.
26.	Wifi connection	Instruction given to System Network Administration section and Wifi connectivity is provided.
27.	Buses are not stopping at the Bus stop	Written letter is submitted to TNSTC officials.
28.	Drinking Water near second gate	Drinking water outlet is available near second gate.
29.	Water Doctor not working	The problem is rectified and its working.



[Signature]
Dr. A. Senthil Kumar
 PRINCIPAL
SETHU INSTITUTE OF TECHNOLOGY
 Pulloor, Kariapatti - 626 115
 Virudhunagar District

2020 – 21

S.No	Grievance	Measures Taken
Student Welfare Committee meeting held on 21.12.2021		
1.	Common mail ID may be created for Internal Complaints Committee so that students can send their grievances.	intercom@sethu.ac.in Mail ID is created for Internal complaints
2.	Department wise committee may be formed for girl students to redress their grievances.	Department wise committee formed for girl students
3.	Suggestion box may be kept for girls separately in some place	Suggestion box kept at various place.
4.	Information about Sports for girls should be informed to all the girls and special transport may be provided in the evenings.	The girls students are advised to stay in the hostel during sports events.
5.	Boys and girls should be counseled separately to behave in the mixed environment.	Boys and Girls counseled separately
6.	Boys should not be allowed to stay in the classrooms during lunch breaks	Circular issued
7.	Separate Dispensary is needed for girls.	Dispensary arranged for girls.
8.	In Xerox section boys are standing the girls side also. Two computers may be made available in the Xerox section so that boys don't come to the girls side.	Instruction provided and separate systems for boys and girls provided.
9.	Lady faculty members should be friendly.	Lady faculty members are informed to be friendly with the girl students to redress grievance of girl students.
10.	Girls are pushed by boys in the City bus in the evenings. Securities may help the girl students for boarding the bus.	Boys are counselled and they are asked to make way for the girl students to board the buses. Proper instruction given to Securities.
11.	City buses do not stop in front of the College because SIT boys always travel in the footboard even if space is available inside and they don't give room for girls to board the bus.	Requisition letter to TNSTC for additional buses, Girls special bus and also for properly stopping the buses at the college has been sent. Boys are also counseled.
12.	Restrooms to be cleaned at least thrice a day.	Instruction given to housekeeping department to clean the toilet.

13.	In restrooms taps are not working and doors are not proper.	Instructions are given for proper maintenance of taps and doors.
14.	Drinking water is not available in many places during breaks. It must be ensured that drinking water is available in all places during the breaks.	Instruction given and water supply available at all time.
15.	Dust bins may be provided in the classrooms by collecting money from students.	Dust bins provided in all classrooms.
16.	Martial arts may be taught to girl students for self-defense.	Martial arts arranged to girl students for self-defense.
Student Welfare Committee meeting held on 07.10.2021		
17.	Placement Training for Final year IT students in core subject is needed	HoD / IT provide necessary training.
18.	Online theory classes may be conducted.	After completing the lab courses, theory classes will be conducted.
19.	Comprehensive Engineering Aptitude Test may be conducted.	As per the students' suggestion, Aptitude Test conducted in the end of the 6th semester.
20.	More Library Books are needed for the Departments of Agriculture and Biotechnology.	The Librarian is asked to increase the library book
21.	The Department Library should be kept open in CSE Department.	Department Library is available at CSE Department.
22.	Separate place for Irrigation Lab is needed.	HoD / Agri arranged proper lab facility.
Student Welfare Committee meeting held on 16.03.2021		
23.	Bio medical students requested to organize industrial visit	HoD of Bio medical engineering organized industrial visit at suitable time.
24.	Mini project exhibition may be conducted.	Mini project exhibition conducted after the Covid '19 spread is completely over.
25.	Industry visit may be organized.	Industry visit organized after the Covid '19 spread.

26.	Placement training may be conducted every week.	Training classes arranged.
27.	Agriculture engineering students requested that the lab facilities may be properly provided to the students.	HoD of Agri. allowed the students to use the laboratories.
28.	Chemical engineering students requested that Seminar hall may be provided for them.	Seminar hall provided for Chemical engineering students.
Grievance Redressal Committee meeting held on 04.03.2021		
29.	First aid box may be provided in the hostel	Chemical department fix first aid box in the hostel
30.	Buckets and taps may be replaced in all the wash rooms	Estate office members replaced all buckets in washrooms
31.	Loose connection in switch board may be verified in all rooms	EB section department corrected the Loose connection in switch board
32.	Leakage is there near washroom	Estate office department rectified leakage in wash room
33.	Toilet in the first floor are broken	Estate office carried out proper repair work
34.	The option to remove faculty and student from the class when the class is going on Microsoft Teams should be disabled.	Instructed the faculty members to use the option properly available in the Microsoft teams to present the class by themselves only.
Student Welfare Committee meeting held on 30.11.2020		
35.	More time is needed for online exams. After completion of the exam sufficient time may be given to scan the answer sheet and send	Information given to COE to provide more time for exams
36.	The option to remove faculty and student from the class when the class is going on Microsoft Teams should be disabled.	Instructed the faculty members to use the option properly available in the Microsoft teams to present the class by themselves only.
Student Welfare Committee meeting held on 28.08.2020		
37.	As many students face connectivity problem in the online classes, the classes may be recorded and made available online.	Instruction given to faculty members to record the lecture class in Microsoft Teams platform for further references.

38.	It is very difficult to understand the problem oriented subjects if the derivations are not derived and problems are not solved step by step in the class. So some methods could be followed to solve the problems step by step by the faculty during the online class.	For Problem Oriented Papers: Faculty members are asked to adopt suitable teaching method for problematic paper. Preferably: The faculty members may write derivations or problems in paper step by step. The paper may be directly video graphed and streamed through Microsoft Teams. The papers may be photographed and pasted in PPT and it can be presented. Derivations or problems may be converted into pdf and shown step by step.
39.	All the materials including the presentation may be made available in some online platform.	All faculty members are instructed to upload the presentation and lecture materials through any of the following methods: Google drive link, Google Class room, Microsoft teams file, Whats App, Email etc.
40.	Class link can be shared for all the classes. The rights given for students to remove other students must be disabled	All faculty members are instructed to send Microsoft Teams link to the students through social media platform, at least 15 minutes before the commencement of the class. All faculty members are asked to make themselves as the only presenter (Only me) in the Manage Permission Options
41.	Test may be conducted as Multiple Choice questions through Microsoft Forms. In Tests each student may be given different question paper to avoid copying and discussion.	HoDs are asked to implement this suggestion wherever it is possible.
42.	Problem oriented papers may be conducted in First hour.	HoDs and time table coordinators are informed to have time table accordingly, as far as possible.
43.	Classes may be completed within the scheduled time. Training classes may be conducted for Aptitude and Competitive examinations.	Faculty members are instructed to complete the class within the scheduled time. Training and Placement cell is informed to conduct such classes for the final year students.



Dr. A. Senthil Kumar

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PRINCIPAL

SETHU INSTITUTE OF TECHNOLOGY

Pulloor, Kariapatti - 626 115
Virudhunagar District

2019 – 20

S.No	Grievance	Measures Taken
Student Welfare Committee meeting held on 30.11.2020		
1.	More time is needed for online exams. After completion of the exam sufficient time may be given to scan the answer sheet and send	Information given to COE to provide more time for exams
2.	The option to remove faculty and student from the class when the class is going on Microsoft Teams should be disabled.	Instructed the faculty members to use the option properly available in the Microsoft teams to present the class by themselves only.
Student Welfare Committee meeting held on 28.08.2020		
3.	As many students face connectivity problem in the online classes, the classes may be recorded and made available online.	Faculty members are asked to record the lecture class in Microsoft Teams platform for further references.
4.	It is very difficult to understand the problem oriented subjects if the derivations are not derived and problems are not solved step by step in the class. So some methods could be followed to solve the problems step by step by the faculty during the online class.	For Problem Oriented Papers: Faculty members are asked to adopt suitable teaching method for problematic paper. Preferably: The faculty members may write derivations or problems in paper step by step. The paper may be directly video graphed and streamed through Microsoft Teams. The papers may be photographed and pasted in PPT and it can be presented. Derivations or problems may be converted into pdf and shown step by step.
5.	All the materials including the presentation may be made available in some online platform.	All faculty members are instructed to upload the presentation and lecture materials through any of the following methods: Google drive link, Google Class room, Microsoft teams file, Whats App, Email etc.
6.	Class link can be shared for all the classes. The rights given for students to remove other students must be disabled	All faculty members are instructed to send Microsoft Teams link to the students through social media platform, at least 15 minutes before the commencement of the class. All faculty members are asked to make themselves as the only presenter (Only me) in the Manage Permission Options

7.	Test may be conducted as Multiple Choice questions through Microsoft Forms. In Tests each student may be given different question paper to avoid copying and discussion.	It will be discussed with HoDs and finalised. HoDs are asked to implement this suggestion wherever it is possible.
8.	Problem oriented papers may be conducted in First hour.	HoDs and time table coordinators are informed to have time table accordingly, as far as possible.
9.	Classes may be completed within the scheduled time. Training classes may be conducted for Aptitude and Competitive examinations.	Faculty members are instructed to complete the class within the scheduled time. Training and Placement cell is informed to conduct such classes for the final year students.
Student Welfare Committee meeting held on 17.10.2019		
10.	Suggestion box is not available in Agriculture block	Suggestion box kept in the Agriculture block
11.	More consultancy project should be carried out.	In order to do consultancy project, SIT hackathon conducted.
12.	Department of EEE IV class room roof is damaged.	Estate office carried out proper work.
13.	Dustbins are not available in Agriculture block	Housekeeping supervisors provide dust bin in agriculture block
14.	Students are asked to provide GATE coaching	GATE coaching program organized by Career guidance cell
Grievance Redressal Committee meeting held on 28.08.2019		
15.	Switch board problems in room numbers 201 to 210, 213 to 220	Switch board problems are rectified.
16.	Fans in the second-floor rooms are not working properly	All the fans are running now correctly.
17.	Press type water tap in the second-floor bathroom is not fitted properly which leads to water leaking	New tap is fitted and rectified
18.	Water heater is not available in the first floor.	Water heater is now fitted after service.

19.	The exhaust fans in the first floor and second floor bathrooms are not working	Order placed for purchasing new exhaust fans.
20.	Fridge in stores is not working properly.	Order placed for purchasing new fridge
21.	Not sufficient number of items available in stores.	Store in charge maintained adequate number of items.
22.	Return time for hostel students after their holidays may be extended from 7.30 p.m to 8.30 p.m	The return time is extended for hostel students till 8.30 p.m
23.	TV viewing time shall be fixed	TV viewing time for Daily, Saturday night and Sunday is fixed.
24.	Mosquito/Insects killing spray may be done in hostel rooms.	Spray has been done in the hostel campus.
Grievance Redressal Committee meeting held on 11.07.2019		
25.	Dustbin available in the mess to dispose waste is not cleaned properly	Housekeeping workers cleaned the waste regularly.
26.	Need sport item like volley ball, shuttle cock etc.	Sports items purchased.
Student Welfare Committee meeting held on 11.07.2019		
27.	Computers of higher configuration is needed	Computers of higher configuration purchased.
28.	Total station must be used.	HOD/Civil use total station.
29.	Information related to Placement may be available in students portal	Placement information is available in the student portal
30.	Additional buses may be provided.	TNSTC cut service has been provided.
31.	MATLAB may be offered.	MATLAB syllabus considered in the next revision
32.	8085 processor may be removed from EEE syllabus	The EEE syllabus is updated.

33.	Environmetal pollution & control may added in the CIVIL curriculam	Environmetal pollution & control syllabus considered by Board of Studies.
34.	Multiple withdrawals may be permitted.	Multiple withdrawals are considered in the Academic council
35.	JAVA concepts taught in the course is insufficient	JAVA concepts syllabus is considered for the next revision
36.	Curriculumshoule be alignment with the GATE syllabus	HODs frame curriculum with GATE syllabus
37.	Awareness may be given to all students about internatioal university MoU	HODs gave awareness about International university MoU.
38.	Lab instruments related to GIS and GPS are needed in CIVIL	HOD/Civil purchased GPS based instrument and open-source GIS software may be used.
Grievance Redressal Committee meeting held on 10.07.2019		
39.	Dustbins are not available in certain blocks	Housekeeping workers are kept the dustbin each floor in each block
40.	Wash room lockers are not proper in ECE block	Locks are repaired/replaced.
41.	Need Napkin vending machine.	Napkin vending machine placed in every block



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Dr. A. Senthil Kumar
PRINCIPAL
SETHU INSTITUTE OF TECHNOLOGY
Pulloor, Kariapatti - 626 115
Virudhunagar District

2018 – 19

S.No	Grievance	Measures Taken
Grievance Redressal Committee meeting held on 20.02.2019		
1.	The water for domestic uses is not sufficient rooms after 7 a m in the first floor of the hostel bath.	Electrical section rectified the concern problem.
2.	Fans in the hostel rooms (232, 234 and 237) are not working properly.	
3.	Hostel celebration shall be allowed.	Permitted to celebrate the hostel day
4.	Public announcing system is not available in the hostel.	Public announcing system arranged.
5.	Separate venue for purchasing non - veg items or change of time is required.	venue changed.
6.	Drinking water is not sufficient in ECE block	The supervisor of mineral water plant is informed.
Grievance Redressal Committee meeting held on 18.02.2019		
7.	Help line number may be mentioned in the display board	Separate mail ID has been created to communicate their grievance. Mail ID: girlsgrievance@sethu.ac.in
8.	Wash room door latches are not in proper condition in some blocks	Informed to estate office to correct the action.
9.	Department wise faculty members may be nominated to solve the grievance among the girls in the department itself.	The faculty members were assigned department wise.
Grievance Redressal Committee meeting held on 13.02.2019		
10.	Weekend buses to drop girls at ramnad, theni&tenkasi have been stopped after diwali	Instructed to operate buses if girls prefer to avail bus both way
11.		

12.	Open ground to be cleaned.	Open ground has been cleaned by NSS volunteers.
13.	Dish cable connection to be recharged.	Recharge done.
14.	Wi fi is slow	Additional access points provided.
15.	Air pump is needed	Instructed PED to provide air pump.
16.	Additional drying lines needed.	Instruct Estate office to provide additional drying lines.
Student Welfare Committee meeting held on 01.02.2019		
17.	More innovative teaching methods to be used to understand the subjects	Faculty members are instructed to use the innovative teaching method to understand the concepts.
18.	Core papers in periodical test may be conducted separately.	It may be considered in the next semester
19.	GATE like questions may be asked in tests.	The students are informed that our college already has CEAT and the questions will be asked in the GATE model.
Grievance Redressal Committee meeting held on 12.010.2018		
20.	Mess is not clean.	Instructed to clean mess properly.
21.	Toilets are not clean	Instructed to clean the toilet using Acid.
22.	Water tanks are not cleaned regularly	Instructed to clean the sintex tank regularly.
Grievance Redressal Committee meeting held on 12.09.2018		
23.	Water doctor is not available in the first floor of the hostel.	Water doctor installed.
24.	Fans are not working properly at ECE block	EB section is instructed to service the fans.

25.	Sufficient A4 sheets, note books and cool drinks are not available in stores	Store keeper maintained the material.
26.	A Pipe leakage in bathrooms of the ground floor can be repaired.	Estate office is instructed to repair.



Signature

Dr. A. Senthil Kumar
PRINCIPAL
SETHU INSTITUTE OF TECHNOLOGY
Pulloor, Kariapatti - 626 115.
Virudhunagar District

2017 – 18

S.No	Grievance	Measures Taken
Grievance Redressal Committee meeting held on 04.04.2018		
1.	Four wheeler driving classes needed	Contacted driving school and they demanded minimal count of 30 to conduct driving class
2.	Shuttle court needed	Instructed PED to facilitate the same
3.	Power failure reported	Instructed electrical section to turn the generator immediately.
4.	soft drinks needed in stores.	Soft drinks have been provided.
Grievance Redressal Committee meeting held on 09.03.2018		
5.	Restrooms buckets can be cleaned regularly.	Informed to House keeping section
6.	Class rooms can be cleaned regularly.	Informed to House keeping section
Student Welfare Committee meeting held on 22.01.2018		
7.	Chairs in the IT department labs should be repaired	HOD/IT department made proper arrangement and repair the chairs.
8.	Wi - Fi signals are not proper in Chemical and EEE blocks	wi - fi facility to the mentioned department is provided by the SNA department.
9.	EIE department library should be restored.	Partition work is done.
10.	Returned books are not entered properly in the common library.	Proper instruction are given to the library.
11.	Agriculture department class room is dirty.	Proper instruction is given to the House keeping.

12.	Faculty members should converse in English	Circular issued to converse in English.
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Student Welfare Committee meeting held on 11.10.2017

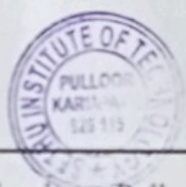
13.	Wi - Fi signals are not proper in Chemical and EEE blocks	wi - fi facility to the mentioned department is provided by the SNA department.
14.	French classes are not conducted.	French faculty recruited.
15.	OD for all students who attend symposium and seminar in other colleges.	HOD s are informed to provide OD for the students.

Grievance Redressal Committee meeting held on 26.09.2017

16.	Dustbins are not available in certain blocks.	Informed to House keeping section
17.	Restrooms buckets can be replaced	Informed to House keeping section
18.	Classrooms can be cleaned regularly.	Informed to House keeping section
19.	Boys crowd near mini canteen and E&I Block	Informed Discipline committee to control the crowd

Student Welfare Committee meeting held on 29.08.2017

20.	All HODs should frequently meet the students	Informed to all HODs
21.	GD & Mock interview may be conducted for the final year students	Informed to placement cell
22.	Technical training towards placement may be conducted.	Training progrms are organized
23.	Engineering Aptitude test may be conducted.	After discussion with the staff council meeting Aptitude test conducted.



Signature

Dr. A. Senthil Kumar
PRINCIPAL